

## WHAT IS CLAIMED IS:

1. A device comprising:

a controller;

5 a communication interface coupled to the controller;

an alarm interface coupled to the controller; and

a storage unit including at least one message,

wherein the controller is arranged to contact a monitoring center via the communication interface upon detection of an alarm condition from the alarm interface, to contact a local emergency center upon receiving a command from the monitoring center and transmit the at least one message.

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2. The device according to Claim 1 wherein the communication interface is a telephone network interface.

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3. The device according to Claim 2 wherein the local emergency center is a public safety answering point.

4. The device according to Claim 2 further comprising a dual-tone multiple frequency detector for decoding the command.

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5. The device according to Claim 1 further comprising a speech recognition unit for determining that the command has been spoken by an operator at the monitoring center.

25 6. The device according to Claim 1 further comprising a flash detector for determining that the command has been received.

7. The device according to Claim 1 wherein the at least one message includes an audio message.

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8. The device according to Claim 1 wherein the at least one message includes non -audio data.

9. The device according to Claim 1 further comprising a speakerphone unit.

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10. The device according to Claim 3, wherein the controller is further arranged to establish a 3-way communication connection among the device, the monitoring center and the public safety answering point.

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11. The device according to Claim 1, wherein the alarm interface includes a wireless interface.

12. The device according to Claim 1, wherein the controller is further arranged to contact at least one additional center if contact with the monitoring center cannot be established.

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13. The device according to Claim 1, further comprising an audio recorder.

14. A method for utilizing a telecommunication emergency service by a remote unit, the method comprising the steps of:

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detecting at least one alarm condition;

automatically contacting a call center upon detection of the at least one alarm condition;

upon receiving a command from the call center, automatically contacting the telecommunication emergency service; and

transmitting a stored message.

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15. The method according to Claim 14, wherein the telecommunication emergency service is a 9-1-1 type of service.

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16. The method according to Claim 14, wherein the call center monitors a plurality of remote units.

17. The method according to Claim 16, wherein the plurality of remote units are associated with at least two different public safety answering points

5 18. The method according to Claim 16, further comprising the step of establishing a 3-way communication connection among the call center, the public safety answering point and the remote unit.

10 19. The method according to Claim 14, further comprising the step of allowing a user within speaking range of the remote unit to communicate with the call center with a hands-free interface.

20. The method according to Claim 14, further comprising the step of sending a selection command to the remote unit to select a particular message to be transmitted.